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Sir:

Transmitted herewith for filing is the Patent Application of:

Inventors: Nathan Raymond Hughes, Nishant Srinath Rao and Michelle Ann Uretsky

For: METHOD OF PERSONALIZING COMPUTERIZED CUSTOMER SERVICE

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

Enclosed are:

- X 7 Patent Specification including an Abstract
X 3 Pages of Claims
X 1 Sheet(s) of drawings. X Informal ___ Formal
X 2 Declaration(s) and Power of Attorney
X Form PTO 1595 and Assignment of the Invention to IBM Corporation
 ___ A certified copy of a ___ application.
X Information Disclosure Statement, PTO 1449 and copies of 1 reference.

The filing fee has been calculated as shown below:

FOR	Number Filed	Number Extra	Rate	Basic Fee \$750.00
Total Claims	15	-20 = 00	X \$ 18	= \$ 00.00
Independent Claims	3	3 = 00	X \$ 84	= \$ 00.00
Multiple Dependent Claims	0		X \$280	=
Total Filing Fee				= \$750.00

X Please charge my Deposit Account No. 09-0447 in the amount of \$ 750.00. A duplicate copy of this sheet is enclosed.

X The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

X Any additional filing fees required under 37 CFR 1.16.

X Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By David Mims Jr.

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